Dynamics 365 Customer Engagement - Code Review - Foundational

Assessment Program

Duration: 2 Day [Remote]
Difficulty Level: 100 - Basic

Description

The Dynamics 365 Customer Engagement - Code Review - Foundational service is designed for organizations like yours who want to review their Dynamics 365 Customer Engagement implementation through an automated examination of their custom code and solutions.

This service offers a foundational review, focusing on identifying and recommending improvements for performance, maintainability, supportability, and adherence to best practices. Experts in Dynamics 365 Customer Engagement will analyze your solutions to ensure that your customizations are efficient, effective, and aligned with Microsoft's guidelines.

This is an essential step for organizations like yours who aim to enhance system performance, reduce potential errors, and ensure a smooth operation of your Dynamics 365 Customer Engagement platform.

This service is perfectly suited for companies aiming to establish a strong, efficient system for interacting with customers: it provides a solid foundation for sustaining successful customer management and engagement strategy.

Objectives

- Assess customization methods
- Evaluate the effects on performance
- Recommend strategies for maintainability
- Review outdated code for future compatibility

Outcomes

- Improved code quality
- Enhanced performance
- Adoption of best practices
- Streamlined development process

Methodology

Assessment

Perform an in-depth evaluation with a Microsoft engineer and generate your first set of results.

Review and analysis

Analyze your results and examine the issues identified and how to remediate them.

Develop a plan

Develop a plan to help you remediate issues and improve your environment.

Scope

The Dynamics 365 Customer Engagement Code Review Foundational Assessment engagement is designed to identify issues with your code base and align the code with industry standard best practices.

- Simple code that follows modern best practices
- Code that is built for cloud
- Customer owned code

Out of Scope:

- 3rd Party owned code, libraries, and Utilities
- Legacy code created on-premises
- Complex code - Abstract PluginBase Class, PCF controls, Canvas App, Power Pages, Flows

Agenda

Day 1

- Overview of Dynamics 365 Customer Engagement
- Prep for Code Review

Day 2

- In-depth discussion on assessment findings and knowledge transfer
- Close-out and report delivery

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Delivery outline

Participants

- Lead Developer
- Code Review Specialist
- Dynamics 365 Consultant
- Quality Assurance Analyst

Skill Requirements

- Developers who have experience in customizing Dynamics 365 Customer Engagement solutions using code.
- Code reviewers who are familiar with the tools and extensions for effective code review.
- Quality assurance analysts who can verify the code quality and performance.

Time Commitment

- Two full-day engagement with relevant roles

Delivery Requirements

- Computer with Windows 10 or later, audio equipment, internet access and at least 1-Mbps bandwidth per participant.
- Microsoft Teams for remote deliveries.
- Modern browser capable of rendering websites that use current web standards.

Assessment and Knowledge Transfer	
Scoping	
Define and agree on the scoping	• Scope the engagement, review the prerequisites, and define roles and responsibilities

Day 1	
Delivery Details	• Overview: Introduction to Dynamics 365 Customer Engagement solutions and key components involved in customization. • Preparing for Code Review: Setting up the code review process, tools and extensions for effective code review, and identifying areas of focus based on customization type.

Day 2	
Data analysis and discussion	• Interactive discussion with Microsoft engineer on the findings • Prepare your organization and staff with the knowledge to remediate any findings

If you are interested in this engagement for your organization, contact your Microsoft Account Representative.

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